

SAMTRANS
CORRESPONDENCE
as of 6-18-2024



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APRIL CHAN
GENERAL MANAGER/CEO

June 10, 2024

Metropolitan Transportation Commission (MTC)
375 Beale Street, Suite 800
San Francisco, CA 94105

Re: Acknowledging San Mateo County Transit District's Compliance with MTC's Transit-Oriented Communities (TOC) Policy will be a Condition for Future Awards or Allocation Requests for Dumbarton Busway

Dear Chairperson Pedroza and Commissioners,

The San Mateo County Transit District (SamTrans) would like to thank MTC staff for recommending \$5 million from Regional Measure 3 to fund a feasibility study for the Dumbarton Busway.

This project may include a bus rapid transit (BRT) component, which is a form of fixed-guideway transit subject to MTC's TOC Policy. Consistent with the requirements of MTC's TOC Policy ([MTC Resolution 4530](#)), SamTrans acknowledges that future allocations of regional discretionary funding by MTC to the Dumbarton Busway will be subject to compliance with the TOC Policy in the jurisdictions where BRT stations will be located. However, TOC Policy compliance is only a condition of funding if the project continues to include a BRT component.

Please contact Planning Director Millie Tolleson at tollesonm@samtrans.com if you have any questions or need any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "April Chan", is written over the typed name and title.

April Chan
General Manager/CEO

Cc: San Mateo County Transit District Board of Directors

SAN MATEO COUNTY TRANSIT DISTRICT
1250 San Carlos Ave.
San Carlos, CA 94070-1306 (650) 508-6200

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EXECUTIVE DIRECTOR

1250 SAN CARLOS AVE
SAN CARLOS, CA 94070
(650) 508-6200

June 14, 2024

Metropolitan Transportation Commission
375 Beale Street, Suite 800
San Francisco, CA 94105

RE: Concurrence with proposed RM3 programming in San Mateo County

Dear Chairperson Pedroza and Commissioners,

The San Mateo County Transit District (SamTrans) and San Mateo County Transportation Authority (TA) would like to thank Metropolitan Transportation Commission (MTC) staff for recommending Regional Measure 3 funds for the Dumbarton Busway and the 101/84 Interchange Reimagined Project.

MTC Resolution 4411, Attachment A, as presented to the MTC Programming and Allocations Committee (PAC) on June 12, 2024, proposes programming funding to various projects under the Regional Measure 3 project #17 – Dumbarton Corridor Improvements. SamTrans and the TA are in concurrence with the proposed programming to the projects in San Mateo County and understand that an adopted board resolution will be required to be submitted to MTC along with an allocation request package.

In addition, the TA appreciates the PAC's recommended change to the MTC Resolution 4411 language to provide greater flexibility for funding the 101/84 Interchange Reimagined Project beyond Senate Bill 1 Trade Corridor Enhancement Program (TCEP) funding.

Please contact Government and Community Affairs Director Jessica Epstein at epsteinj@samtrans.com if you have any questions or need any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "April Chan", written over a large, faint circular watermark or background.

April Chan
General Manager/CEO/Executive Director

Cc: San Mateo County Transit District Board of Directors
San Mateo County Transportation Authority Board of Directors

From: [SamTrans BOD Public Support](#)
To: [Just Mike 650](#)
Cc: [Board \(@samtrans.com\)](#)
Subject: Re: PLEASE PULL THE TAPE ON THIS BUS DRIVER
Date: Friday, June 14, 2024 5:49:51 PM

To Justin Michaels,

Thank you for contacting SamTrans. We are sorry for the trouble you have had with several of our operators recently, but we appreciate you taking the time to share your experiences with us. Know that your concerns were forwarded to the proper parties for review.

Regarding your ride with Operator 1761, during which you had an encounter with another passenger who threatened you, please rest assured that this incident was provided to both Bus Operations management and the Transit Police. As part of their investigation of the incident, Bus Operations did pull the digital video recording from the bus to review whether the driver's actions were in line with District protocol when handling this situation. We understand this situation had been disturbing to you; we apologize, and we assure you that SamTrans is still very much committed to maintaining a safe environment onboard our services.

In pursuit of that same goal, Bus Operations also reviewed your trip with Operator 1402. As before, a manager handled investigating the incident, including viewing the digital video recording from the bus, to ensure this operator is following protocol for safely picking up passengers. Thank you for providing feedback on your experiences; Bus Operations will determine what action may need to be taken so that SamTrans can continue to provide our riders with safe and reliable transit service.

Regarding your ride with Operator 1821, Bus Operations noted this driver will be counselled on the kneeling function of his coach. We sincerely apologize for the trouble you had both boarding and disembarking on your travels with this driver. We also apologize for the lack of information displayed on the bus scroll that day. However, while we understand your skepticism, the operator was telling the truth about the issues he had been facing: mechanical issues with the bus prevented the driver from being able to log on, which also prevented him from being able to properly activate and display the bus scroll.

Regarding your ride with Operator 1214, Bus Operations found that the driver did kneel the bus as per your request. Additionally, according to their service records, the bus was not laying over at 2:27 PM at our Alameda & Ralston stop (ID 342012) but still in service. That aside, rest assured that your feedback on how operators should address their riders was provided to Bus Operations. SamTrans expects staff to remain professional at all times and will work to ensure this indeed remains the case.

Finally, regarding your ride with Operator 1412, thank you for taking the time to let us know that our operator provided a pleasant ride while operating the coach safely. And, of course, thank you for riding SamTrans.

Your SamTrans BOD Public Support Team

From: Board (@samtrans.com) <Board@samtrans.com>
Sent: Monday, June 03, 2024 9:40 AM
To: Board (@samtrans.com) <Board@samtrans.com>
Subject: FW: PLEASE PULL THE TAPE ON THIS BUS DRIVER

From: Just Mike <justmike650@gmail.com>
Sent: Friday, May 31, 2024 4:14 PM
To: Jan Alexis Salandanan <salandananj@samtrans.com>; Board (@samtrans.com) <board@samtrans.com>
Subject: PLEASE PULL THE TAPE ON THIS BUS DRIVER

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

BTW

This terrible Sam Trans bus driver let the Asian man yell to me THREE times in front of a FULL bus of passengers:

F**k you
F**k you
F**k you

How would you all feel if this happened to you?

The operator did nothing.
I told him to push the transit police button. He refused.

I had to take over the bus and tell the perpetrator to sit down.

I am DISGUSTED.

----- Forwarded message -----

From: **Justin Michaels** <justmike650@gmail.com>
Date: Fri, May 31, 2024, 11:53 AM
Subject: PLEASE PULL THE TAPE ON THIS BUS DRIVER
To: Salandanan, Jan Alexis <salandananj@samtrans.com>
Cc: <Board@samtrans.com>

Today I boarded a 295 from SC stop #343108 San Carlos and Laurel Street
RIGHT IN FRONT OF 1250 SAN CARLOS AVE

I have NEVER had to STAND on a 295 but driver 1761 had completely lost control of his carriage.

POSSIBLY BUT NOT SURE BUS ID 629

There was an Asian man with a LARGE cart - occupying all four seats up front in the senior/handicapped area.

I wanted to sit there as standing is not good for me.

Again, the driver was incompetent.

Soon the Asian man started asking / bothering other riders with questions about his own phone.

They all ignored him because he was high on drugs or alcohol.

He was standing and **walking around the bus** when he yelled at me a question about his phone.

Again, PLEASE - the driver was in over his head!!!

I said to him SIT DOWN.

Then he got belligerent and twice threatened me.

FOR GOD SAKE: PLEASE PULL THE TAPE From the 12+ cameras on your bus!!!!!!!!!!

He and others got off at San Carlos Ave and Dartmouth road.

He again threatened me verbally and once OFF the bus with his larger than life cart he tried to get back on the bus and physically harm me.

What the F-K is going on, may I please ask.

Why should normal, fare paring riders have to PUT UP WITH CRAP?

Please dear GOD - DO NOT START out with some hollow/naked apology.

My experiences on Sam Trans over the last 17 years have been horrendous.

The board passes the buck, Customer service reps just tell you what they think you want to hear and those answering the 800-660-xxxx phones at 1250 San Carlos ave are way way below incompetent.

They've lied to me and or given me FALSE and WRONG info about 25 times.

PLEASE DEAR GOD PULL THE F-KING TAPE ON MY RIDE TODAY.

I boarded at 343108 and got off at El Verano. Driver 1761 couldn't even LOOK me in the face.

295 west/northbound to San Mateo around 930-945 a.m.

What a DISGRACE.

Justin Michaels

Friday May 31st 2024

Email sent at 1150 a.m.